



Privacy Notice

Tyddyn Isaf Camping and Caravan Park is committed to respecting the privacy of its customers and processing your data responsibly.

1. INTRODUCTION

Welcome to our privacy notice.

This privacy notice provides you with details of how we collect and process your personal data through your use of our website, www.tyddynisaf.co.uk, and via any means that you submit data to us, whether via our website, in connection with a booking or purchase with us, in person, via telephone or otherwise.

Mrs Beverly Mount and Mr Arthur Mount are the data controllers and we are responsible for your personal data (referred to as “we”, “us” or “our” in this privacy notice).

We have appointed a Data Protection Manager who is in charge of privacy related matters for us. If you have any questions about this privacy notice, please contact the Data Protection Manager using the details set out below.

Contact Details

Our full details are:

Full name of legal entity: **Beverly Mount and Arthur Mount trading as Tyddyn Isaf Caravan Park**

Name or title of Data Protection Manager: **Hayley Mount-Leonard**

Email address: **mail@tyddynisaf.co.uk**

Postal address: **Tyddyn Isaf Caravan Park, Lligwy Bay, Dulas, Anglesey, LL70 9PQ**

Telephone number: **01248 410203**

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at mail@tyddynisaf.co.uk

2. HOW DO WE COLLECT YOUR PERSONAL DATA

You may give us data orally or by filling in forms or by post, phone, email, CCTV or otherwise, for example when you:

- enter into a contract with us or contact us about doing so;
- contact us about any contract we have with you;



- request marketing to be sent to you;
- enter a competition, promotion or survey;
- give us some feedback.

We may also receive personal data about you from third parties and public sources, including other customers when they interact with us.

We may automatically collect certain data from you as you use our website by using cookies and similar technologies. Please see our cookie policy for more details about this.

We may receive data from third parties such as analytics providers such as Google based outside the EU, advertising networks such as Facebook based outside the EU, such as search information providers such as Google based outside the EU, providers of technical, payment and delivery services, such as data brokers or aggregators.

3. WHAT DATA DO WE COLLECT ABOUT YOU, FOR WHAT PURPOSE AND ON WHAT GROUND WE PROCESS IT

Personal data means any information capable of identifying an individual. It does not include anonymised data.

We will only use your personal data for a purpose it was collected for or a reasonably compatible purpose if necessary. For more information on this please email us at mail@tyddynisaf.co.uk. In case we need to use your details for an unrelated new purpose we will let you know and explain the legal grounds for processing.

We may process your personal data without your knowledge or consent where this is required or permitted by law.

We do not carry out automated decision making or any type of automated profiling.

We may process the following categories of personal data about you:

- **Communication Data** that includes any communication that you send to us whether that be through the contact form on our website, through email, text, social media messaging, social media posting or any other communication that you send us. We process this data for the purposes of communicating with you, for record keeping and for the establishment, pursuance or defence of legal claims. Our lawful ground for this processing is our legitimate interests which in this case are to reply to communications sent to us, to keep records and to establish, pursue or defend legal claims.
- **Customer Data** that includes data relating to any purchases of goods and/or services such as your name, title, address, email address, phone number, contact details, purchase details and your card details. We process this data to supply the goods and/or services you have purchased, to keep records of such transactions, to collect and recover money owed to us and to address any breaches. We may also use your customer data to manage our relationship with you i.e. to notify you about changes to our business which are relevant to you and to notify you about any changes to our terms. Our lawful ground for this processing is the performance of a contract between you and us and/or taking steps at your request to enter into such a contract. It is also necessary for our legitimate interests to recover debts due to us, and to ensure compliance with contract terms, and to keep our records up to date. We also have a legal obligation to keep you updated about any changes to our business and our terms.
- **User Data** that includes data about how you use our website and any online services together with any data that you post for publication on our website or through other online services e.g. social media. We process this data to operate our website and ensure relevant content is provided to you, to ensure the security of our website, to maintain back- ups of our website and/or databases and to enable publication



and administration of our website, other online services and business. Our lawful ground for this processing is our legitimate interests which in this case are to enable us to properly administer our website and our business.

- **Technical Data** that includes data about your use of our website and online services such as your IP address, your login data, details about your browser, length of visit to pages on our website, page views and navigation paths, details about the number of times you use our website, time zone settings and other technology on the devices you use to access our website. The source of this data is from our analytics tracking system. We process this data to analyse your use of our website and other online services, to administer and protect our business and website, to deliver relevant website content and advertisements to you and to understand the effectiveness of our advertising. Our lawful ground for this processing is our legitimate interests which in this case are to enable us to properly administer our website and our business and to grow our business and to decide our marketing strategy.
- **Marketing Data** that includes data about your preferences in receiving marketing from us and our third parties and your communication preferences. We process this data to enable you to partake in our promotions such as competitions, prize draws and free give-aways, to deliver relevant website content and advertisements to you and measure or understand the effectiveness of this advertising. Our lawful ground for this processing is our legitimate interests which in this case are to study how customers use our products/services, to develop them, to grow our business and to decide our marketing strategy.
- We may use **Customer Data, User Data, Technical Data and Marketing Data** to deliver relevant website content and advertisements to you (including Facebook adverts or other display advertisements) and to measure or understand the effectiveness of the advertising we serve you. Our lawful ground for this processing is legitimate interests which is to grow our business. We may also use such data to send other marketing communications to you. Our lawful ground for this processing is either consent or legitimate interests (namely to grow our business).
- **CCTV Data** that includes data about the movement of vehicles and natural persons around the park and park buildings. We process this data for the purposes of public and staff safety and crime prevention and detection. Our lawful ground of processing is legitimate interests which in this case are to offer a safe and secure environment for public and staff, and for crime prevention and detection. This data may also be processed under legal obligations or vital interests in the event of an accident or to address any charges made against us.

Sensitive Data

We do not collect any Sensitive Data about you. Sensitive data refers to data that includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data. We do not collect any information about criminal convictions and offences.

4. IF YOU FAIL TO PROVIDE PERSONAL DATA

If you do not provide personal data to us and this would prevent us from performing the contract we have, or are trying to enter into with you, or place us in breach of the law, we may have to cancel our contract. We will notify you if this is the case.



5. MARKETING COMMUNICATIONS

Our lawful ground of processing your personal data to send you marketing communications is either your consent or our legitimate interests (namely to grow our business).

Under the Privacy and Electronic Communications Regulations, we may send you marketing communications from us if (i) you made a purchase or asked for information from us about our goods or services or (ii) you agreed to receive marketing communications and in each case you have not opted out of receiving such communications since. Under these regulations, if you are a limited company, we may send you marketing emails without your consent. However, you can still opt out of receiving marketing emails from us at any time.

We will get your express opt-in consent before we use your personal data for any other marketing purpose or share it with any third party for marketing purposes.

You can ask us to stop sending you marketing messages at any time by emailing us at mail@tyddynisaf.co.uk at any time.

If you opt out of receiving marketing communications this opt-out does not apply to personal data provided as a result of other transactions, such as purchases, securing a pitch etc. and we may still use your personal data to provide you with important service communications including communications in relation to any bookings or purchases you make.

6. DISCLOSURES OF YOUR PERSONAL DATA

We may have to share your personal data with the third parties set out below to help us run our business or carry out our obligations to you:

- Service providers who provide IT, wi-fi and system administration services. Our lawful basis for this processing activity would be as part of performance of a contract with you, and necessary for our legitimate interests to perform the contract, using your data as we have described in this notice.
- Professional advisers including lawyers, bankers, accountants, auditors and insurers. Our lawful basis for this processing activity is as a legitimate interest so that we can comply with our legal obligations.
- Government bodies that require us to report processing activities e.g. HM Revenue and Customs, regulators and other authorities. Our lawful basis for this processing activity is as a legitimate interest so that we can comply with our legal obligations.

We may also share your personal data with any third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

7. INTERNATIONAL TRANSFERS

We are subject to the provisions of the General Data Protection Regulations that protect your personal data. Where we transfer your data to third parties outside of the EEA, we will ensure that certain safeguards are in place to ensure a similar degree of security for your personal data. As such:



- We may transfer your personal data to countries that the European Commission have approved as providing an adequate level of protection for personal data by; or
- If we use US-based providers that are part of EU-US Privacy Shield, we may transfer data to them, as they have equivalent safeguards in place; or
- Where we use certain service providers who are established outside of the EEA, we may use specific contracts or codes of conduct or certification mechanisms approved by the European Commission which give personal data the same protection it has in Europe.

If none of the above safeguards is available, we may request your explicit consent to the specific transfer. You will have the right to withdraw this consent at any time.

8. DATA SECURITY

We take the security of your data very seriously, and we have put in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed, or accessed without authorisation. We also allow access to your personal data only to those employees and partners who have a business need to know such data. They will only process your personal data on our instructions and they must keep it confidential.

We have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

9. DATA RETENTION – HOW LONG WILL WE KEEP YOUR PERSONAL DATA?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

When deciding what the correct time is to keep the data for we look at its amount, nature and sensitivity, potential risk of harm from unauthorised use or disclosure, the processing purposes, if these can be achieved by other means and legal requirements.

For tax purposes the law requires us to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they stop being customers. You can ask us about the retention periods for different aspects of your personal data by contacting our data protection officer.

In some circumstances we may anonymise your personal data for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

10. YOUR LEGAL RIGHTS

Under data protection laws you have rights in relation to your personal data that include the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data and (where the lawful ground of processing is consent) to withdraw consent.

You can see more about these rights at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>



If you wish to exercise any of the rights set out above, please email us at **mail@tyddynisaf.co.uk**.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive or refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you.

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.

11. THIRD-PARTY LINKS

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

12. COOKIES

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please see our [cookie policy](#).

13. CHANGES TO THIS POLICY

If we decide to change this policy, we will post the updated policy at www.tyddynisaf.co.uk/privacy. The updated policy will take effect as soon as it is posted on our website.

This policy was last updated 20th September 2018.